

## ORDER PROCESS MANAGEMENT PLAN

- **For Managed Services, price quotes will be provided by the Hughes Account Manager: John Fanelli**

And example price quote is provided at the end of this document.

### **a. Service ordering process**

- b. There will be two ways to place orders. 1) The SoHo orders will be handled by the Hughes call center with accompanied P.O. or credit card. The call center number is: to be assigned after kick-off. 2) FSS orders will be processed to the Program Manager (John Kinnaman) via email.
- c. Hughes will publish a catalog of the products and services for the state of Texas and post on their web site. <http://government.hughes.com/how-to-buy/tex-an-ng>
- d. The Account Manager will provide a quote for the specific equipment and services. An example of this quote is attached at the end of this section. Once the contract line items that are required have been identified, it is expected that the Texas DIR will submit a purchase order to Hughes identifying the deliverables, Customer contacts, and schedule requirements. The FSS order will be received by the Hughes Program Manager and an acknowledgment will be provided to Texas DIR within three business days.

**The Vendor shall provide DIR with an Order Process Management Plan in its Response which discloses the Vendor's processes and procedures for maintaining the integrity of the end to end order process which shall include, but not be limited to Standard intervals for the following:**

- 1. Order Acknowledgement (OA)**  
Hughes will provide an order acknowledgement as follows:
  - Satellite Services – No later than three business days.
- 2. Order Confirmation (OC)**  
Satellite Services – included as part of OA.
- 3. Firm Order Confirmation (FOC)**  
Satellite Services – no later than 3 business weeks from OA.
- 4. Order Completion Notice (OCN)**  
Satellite Services – no later than 4 business weeks from OA.
- 5. Order Rejection Notice (ORN)**  
Satellite Services – no later than 3 business weeks from OA.
- 6. Moves, Adds, Changes, Disconnects (MACD)**  
Satellite Services – no later than 3 business weeks from OA.

## 7. Order cancellations

Satellite Services – no later than 3 business weeks from OA.

The Vendor shall recognize and accept Orders from DIR that include both a DIR assigned Customer Circuit Record Code (CKR), which ties all location and billing elements together under one Service instance and a DIR assigned Telecommunications Service Record number (TSR).

CKR:	Customer Circuit Record Code		
Example:	313100.HCGA.013883.TXNGA		
Format:	313100	=	agency/division
	HCGA	=	circuit call letters
	013883	=	6 digit from format: CKRLog.Program
	TXNGA	=	Vendor
TSR:	Telecommunications Service Record number		
Example:	10060001		
Format:	FYMMXXXX (FY = fiscal year, MM = Month)		

Hughes will recognize and accept Orders from DIR that include both a DIR assigned Customer Circuit Record Code (CKR), which ties all location and billing elements together under one Service instance and a DIR assigned Telecommunications Service Record number (TSR). Hughes will utilize a Site Activation Number (SAN) to uniquely identify each site so the TEXAN sites can be easily identified within the Hughes system. Remedy and Netplus have a field that is 15 digits long.

**Order Confirmation (OC) will contain the minimum required data elements as required by the Vendor for its Inventory Management.**

The Hughes Order Confirmation will contain the minimum required data elements as necessary for Inventory Management.

**The data elements contained in the Service Order (SO) and Order Confirmation Notice (OCN) shall accurately reflect the related price quote and Order.**

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**The Vendor shall cite the applicable CKR on all correspondence and acknowledgments for each Service instance throughout the ordering process.**

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**The Vendor shall cite the applicable CKR on the Monthly Consolidated Invoice.**

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**The Vendor shall reject an Order for only the following reasons:**

- **Order has a Monthly Recurring Charge (MRC) and does NOT contain both a CKR and a TSR.** Hughes will reject an Order that has a Monthly Recurring Charge and does not contain both a CKR and a TSR.
- **Order is for a Service not provided by the Vendor under the CTSA.** Hughes will reject an Order for Service that is not provided by Hughes under the CTSA.



- **Order contains one or more data elements that are incorrect, incomplete, inaccurate or otherwise insufficient.** Hughes will reject an Order that contains one or more data elements that are incorrect, incomplete, inaccurate or otherwise insufficient.
- **Order escalations are to be directed to the Program Manager: John Kinnaman**



June 3, 2011

<Name>  
<Title>  
Texas DIR

Dear <Name>;

Attached is the DIR Contract No. DIR-TEX-AN NG CTSA-002 quote you have requested for the address at <Address>. Please issue a PO as well as include a tax exempt certificate for TX to waive state sales tax.

Item	QTY	Unit Price	Total Price	Comments
		NRC	Total NRC	
<b>Hardware &amp; Installation</b> <ul style="list-style-type: none"><li>• HN9000-098 VSAT with 2w radio and 0.98m antenna</li></ul>	1	\$934.96	\$934.96	Standard installation is included
<b>Total one time charge</b>			<b>\$934.96</b>	
		MRC	Total MRC	
<b>Service</b> <ul style="list-style-type: none"><li>• Business Internet 600 Service Plan (upload speed of up to 1024 kbps, download speed of up to 3,000 kbps; tech support</li></ul>	1	\$314.34	\$3,772.08	Minimum 12 month commitment is required.



included; one static public IP address included) <ul style="list-style-type: none"><li>• Next Business Day Field Maintenance</li></ul>	1	\$21.06	\$252.72	
<b>Total monthly recurring (for one year)</b>			<b>\$4,024.80</b>	
<b>Total one time and monthly recurring (for one year)</b>			<b>\$4,959.76</b>	<b>The Purchase Order amount</b>

Note:

- 1) State and local tax is waived pending DIR's delivery of a tax exempt certificate.

Please ensure the following information is reflected in your Purchase Order:

**Hughes GSA Contract:** DIR-TEX-AN NG CTSA-002

**Name of Contractor:** Hughes Network Systems  
11717 Exploration Lane  
Germantown, MD 20876  
Attn: John Fanelli  
301-601-2691  
[john.fanelli@hughes.com](mailto:john.fanelli@hughes.com)

**Hughes DUNS Number:** 056886380

**Hughes Tax Identification Number (TIN):** 11-3735091

**Name, address, and contact information of Consignee:** **PLEASE PROVIDE**

**Exact Installation Address for the dish:** **PLEASE PROVIDE**

**Point of Contact (phone/cell and e-mail) for Installation for the dish:** **PLEASE PROVIDE**

**Billing Address and Billing Contact:** **PLEASE PROVIDE. IF TAX EXEMPT, PLEASE PROVIDE EXEMPT CERTIFICATE.**

**Payment Method (Credit Card, Invoice, etc.) – PLEASE PROVIDE**

Regards;

John Fanelli  
Hughes Network Systems  
512-601-2691